

**Child Support Advisory Board**  
**MINUTES**  
**April 15, 2004**

**Present**

1<sup>st</sup> District, George Gliaudys, Jr., Esq.  
2<sup>nd</sup> District, Paula Leftwich  
3<sup>rd</sup> District, Betty Nordwind, Esq.  
3<sup>rd</sup> District, Lucy T. Eisenberg, Esq.  
4<sup>th</sup> District, Jean F. Cohen  
5<sup>th</sup> District, Susan Speir

Chief Information Office,  
David Hamamoto  
Child Support Services Department,  
Phillip Browning  
Department of Public Social Services,  
Silvia Valencia

**Guests**

Steven Golightly, CSSD  
Lori Cruz, CSSD  
Julie Paik, CSSD  
Gail Juiliano, CSSD  
Carol Mentell, CSSD

**Absent**

1<sup>st</sup> District, Jane Preece, Esq.  
2<sup>nd</sup> District, John Murrell  
4<sup>th</sup> District, Maria Tortorelli  
5<sup>th</sup> District, Reginald Brass

Franchise Tax Board, Debbie Strong  
CA Department of Child Support Services,  
Nancy Stone  
Superior Court, David Jetton  
Children and Family Services,  
Patti Griffin

**Staff Support**

Lee Millen, Board of Supervisors  
Peter Papadakis, Board of Supervisors

**CALL TO ORDER**

In the absence of a quorum, *Chairperson Eisenberg* called a meeting of the Committee of the Whole to order at 9:37 a.m.; a quorum was confirmed at 10:00 a.m. and the Commission meeting was called to order.

**DISCUSS CSSD'S REPORTS ON ISSUES RAISED IN PUBLIC COMMENTS AT THE MARCH 2004 MEETING**

Chairperson Eisenberg repeated the protocol for public comments (copy on file) and noted that following the public's presentation, staff prepares a written report on any action taken and forwards it to the CSAB.

**Madelene Lyon Case**

Ms. Julie Watson presented a summary of events on Ms. Lyon's case. There was a lien placed on Mr. Lyon's property and the case was converted payable to the

court trustee; about \$14 thousand has been collected to date. All remedies available were implemented and it was determined that the NCP is not employed.

Following discussion, Ms. Watson agreed to do a manual search to remove the NCP's driver's license.

#### Carolyn H. Gutierrez Jackson Case

Mr. Yung Lee, Interstate Division, CSSD, presented a summary of events on Ms. Gutierrez's case. The time delay in enforcing the case in Texas resulted from the NCP denying paternity and that the case had erroneously been given two case numbers by Ms. Gutierrez's attorney.

Following discussion, Mr. Lee agreed to respond next month to written questions given by Vice Chair Speir, and Carol Mentell, Ombudsman, noted that the alluded problems with the case caused a delay in receiving a certified copy of the court order. In response to Chairperson Eisenberg, Steven Golightly, Chief Deputy Director, advised that only completed files are forwarded to the Interstate Unit for case work. In response to Chairperson Eisenberg, Mr. Golightly agreed to speak with Larry Silverman, Interstate Unit, and report back to the CSAB regarding CSSD policy on case processing.

#### **PUBLIC COMMENT**

Teresa Hampton, CP, reported that her contacts with her CSSD case worker were often uncomfortable, as if she was interrupting the process. Although Ms. Hampton did receive unemployment monies from the NCP's unemployment benefits, the case worker had advised that the NCP was not employed. Also, in her attempt recently to obtain a copy of the grant deed of the NCP's property that was in escrow, she became aware of SPUNK and action is now being taken on her behalf and her concerns are being addressed.

In response to Chairperson Eisenberg, Ms. Hampton reported that there seemed to be no urgency to resolve her case and she was advised that she shouldn't push the issue. Her last contact with the CSSD was in the 1990's due to the lack of action taken by her case worker and his indifference. In response to Vice Chair Speir's request that the attorney contact the escrow company, Mr. Golightly agreed to do a case follow-up and report back.

#### **AUDITOR-CONTROLLER'S REPORT ON SUB-SERVICE**

Mike Pirolo, Auditor-Controller's Office, distributed a draft report (copy on file) of an audit review of the substitute service process. The final report is expected next month and the review indicates that all sub-service was handled appropriately. The review included S&C Status Update Procedures, Service Quality, Service Vendor Invoice Verification, and NCP Notification. Recommendations included: CSSD can improve procedures for updating ARS with service information; data input related errors could be reduced by the implementation of a process which transmits service data electronically from the vendor's system into ARS; ARS reports could

be developed to assist CSO's in identifying case problems; CSSD can compare vendor invoices to ARS records, the master record of all case activity, to improve billing verification procedures; improvement to NCP notifications of S&C's; and the CSSD can improve its contract monitoring procedures for service of process.

Following discussion, Chairperson Eisenberg thanked Mr. Pirolo for his report.

#### **APPROVE MINUTES OF MARCH 18, 2004**

On motion of Vice Chair Speir, seconded by Member Leftwich and unanimously carried, the minutes of March 18, 2004 were approved with the following corrections:

Page 6, Paragraph 1, line 7, replace I-COAP with COAP; Page 6, Paragraph 2, line 1, replace I-COAP with COAP; and line 5, replace I-COAP with COAP.

#### **DIRECTOR'S REPORT:**

*Phillip Browning, Director, CSSD*, reported the following:

- A two thirds vote in Sacramento on the workman's compensation legislation proposed by the Governor will help Los Angeles County, however, it will not provide CSSD funding;
- Los Angeles County will share in federal penalties imposed on California; the County has paid half of the \$9.8 million penalty, and next year's penalty is estimated to be \$11 million;
- Monies were reverted to DCSS from the counties in the Governor's proposed budget (returned \$6.4 million to the County last year);
- The CSSD had forwarded a budget to the CAO's office based on an estimate with no reductions; however, layoffs seem probable, and a public hearing is scheduled with County Departments on May 12, 2004 to discuss impending cuts;
- The CSSD budget is less \$4 million in one-time only monies allocated last year; anticipated legislative action could provide some funding relief;
- The Allocation Committee has looked at the state allocation of monies distributed among counties, and its draft report to the state legislature was due on March 31, 2004; CSSD is not optimistic that allocations are to be distributed more equitably;
- An alternate statewide computer system would cost \$800 million during a 5-year time frame and it would enable the state to meet federal certification requirements (Michigan has already been certified with a similar program);
- An automated UIFSA CSSD process would expedite case work and interstate activities;
- Current support was historically at 32% - 33%; however, last month it reached 45%, almost meeting the DCSS' 46% goal, and currently it is at 41.5% for this month; QUAPI staff have worked diligently in modifying over 30 thousand orders;
- The total calls for the year are up 3% with concerns regarding arrearages occurring the most frequently;

- The federal data reliability competence level of 95% for federal incentives has been met; and
- AB 252, paternity disestablishment, would allow NCP's to question and change paternity after a judgment has been filed.

In response to Ms. Skoble, Member Browning enumerated streamlining efforts to date, and noted that the goal is to obtain funding to avoid any layoffs.

Following further discussion, Chairperson Eisenberg requested an allocation of resources report at the next CSAB meeting.

(Member Nordwind joined the meeting.)

### **REPORT ON RECOMMENDATIONS REGARDING CENTRALIZING INTAKE**

Steven Golightly reported that the case intake process (copy on file) is critical to ensuring that customers receive timely, accurate and effective child support services. The Performance Improvement Plan calls for the co-locate and intake functions to be "fixed", therefore, management and "team" participants met to evaluate the process and recommended centralizing Locate.

There are currently 70 full time staff assigned to intake teams in Divisional offices, and 79 staff are assigned to the co-locate operation. It is recommended that 45 staff be assigned to a Centralized Intake Unit at CSSD headquarters in Commerce. Centralizing Locate would reduce case file creation, ease the flow of the create process in ARS, reduce tasks generated by the create process, comply with State/Federal guidelines and the data reliability compliance, and intake staff would handle all interstate cases initiated at CSSD. The Unit could begin operations in about three months.

The proposed process is to be shared with all stakeholders, and revisions are to be incorporated by the end of this month.

### **PRELIMINARY REPORT ON INITIAL RECOMMENDATIONS MADE BY THE AUDIT WORKGROUP**

Steven Golightly distributed a preliminary report on recommendations made by the Audit Workgroup (copy on file). Mr. Golightly reported that the Workgroup is comprised of 25 staff and three teams. Each team is assigned a task which includes criteria for accepting audit requests (prioritization, timeframes), processing audits (automation, methodologies and procedures), and releasing results (appropriate referrals), respectively.

Training at all levels of the intake process will be initiated, including pertinent CSSD staff involved in the process. A written report will be forwarded to CSAB and suggested changes can be submitted directly to Mr. Golightly. Member Nordwind requested a report at the next CSAB meeting on whether there will be a pilot program, the relationship between intake and other CSSD operations, and what

measurements will identify success in resolving concerns raised by the Auditor-Controller's Office.

### **REPORT ON NEW PROCEDURE FOR REVIEWING STATE ORDERS, AND ON THE PROBLEM IDENTIFICATION PROCEDURE**

Steven Golightly reported that the Problem Identification pilot projects that began in January 2004 includes the completion of a simple form that staff faxes directly to him during a three month trial period. The forms were reviewed every two weeks beginning in January 2004, and the "management team" will meet again in two weeks. A total of 98 items were received, 56% were department wide issues, 39% were individual concerns, and 5% were research related. All Divisions have forwarded submittals including outside agencies and interested parties. As a result of submittals, additional training was initiated, functions have been updated, and new tasks/procedures have been implemented. About 50% of submittals have been answered to date.

Following discussion, Mr. Golightly agreed to report back next month on how to continue the process and how it could be automated.

Gail Juiliano, Manager, QUAPI, reported that changes made to the state hearing process includes case reviews on the 10<sup>th</sup> of each month to determine if a resolution could have been reached, and Head Attorneys are now being held more accountable for case processing, appropriate case referrals, and state hearing decisions; non-jurisdictional cases should not be forwarded for state hearing. Also, an increase in case backlogs that result from state hearings is being addressed.

Chairperson Eisenberg highly commended Gail Juiliano for her leadership in working with staff to increase collection of current support percentages.

### **FOLLOW-UP REPORT ON NEW PROCEDURES FOR TRANSMITTING COURT ORDERS TO CSSD**

This item was deferred to the next CSAB meeting.

### **REVIEW AND DISCUSS PERFORMANCE MEASURES**

This item was deferred to the next CSAB meeting.

### **ADJOURNMENT**

The meeting adjourned at 12:19 p.m.